

APPENDIX A

KEY FINDINGS FOR REGION 5: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 5 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	58.8	77.6
Active duty family members	49.8	82.1
Retirees, survivors, and family under age 65	69.9	85.8
Retirees, survivors, and family age 65 or over	69.0	84.0
Region 5 overall	62.1	84.2
Mean, all regions	58.9	82.7
Total population in Region 5	248,353	327,346

Table 2.3 Intention to Enroll or Re-enroll in TRICARE Prime in Region 5, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	46.4	28.5	25.1
Non-active duty	36.8	31.5	31.7
Not enrolled in TRICARE Prime			
Under age 65	30.3	31.4	38.3
Age 65 or over	2.6	24.5	72.9
Region 5 overall	32.8	30.0	37.3
Mean, all regions	41.4	NA	NA
Total population in Region 5	69,688	63,655	79,177

Table 2.4 TRICARE Prime Enrollees Satisfied with Their Care in Region 5 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 5	38.8	31.2
Mean, all regions	49.3	56.3
Total population in Region 5	8,813	2,823

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 5 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	12.5
Non-active duty	26.3
Not enrolled in TRICARE Prime	
Under age 65	19.1
Age 65 or over	15.7
Region 5 overall	18.1
MHS Average	17.2
Total population in Region 5	209,230

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 5 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	48.2	76.4
Waited 8 - 30 days	43.2	21.1
Waited > 30 days	8.6	2.5
Not enrolled		
Waited < 8 days	37.5	63.3
Waited 8 - 30 days	51.2	27.1
Waited > 30 days	11.3	9.6
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 5	248,353	327,346

Table 3.3 Waiting Time in Provider's Office in Region 5, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	59.2	85.7
Waited 30 minutes to 1 hour	26.3	11.0
Waited > 1 hour	14.4	3.3
Not enrolled		
Waited < 30 minutes	68.2	83.7
Waited 30 minutes to 1 hour	24.0	13.8
Waited > 1 hour	7.8	2.4
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 5	248,353	327,346

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 5 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	26.6
No care needed in past 12 months	14.1
MTF is too far away	54.0
Hard to get an appointment at MTF	18.9
Can't see the same provider each visit	11.6
MTF usually used is closed	11.5
Needed services not available	8.3
Better care at civilian provider	17.6
Ineligible for military care	6.3
No appointment available for beneficiary like me	6.6
Difficult to find a parking space	1.8
Other	14.6
Total population in Region 5	320,532

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 5 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	51.8
Active duty family members	50.1
Retirees, survivors, and family under age 65	62.2
Retirees, survivors, and family age 65 or over	59.1
Region 5 overall	57.2
Mean, all regions	33.9
Total population in Region 5	215,135

Table 4.3 Sources of Information About TRICARE in Region 5 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	25.8
Information package	38.5
Military doctor	8.0
Civilian doctor	2.0
TRICARE information number	5.4
Military base newspaper	31.2
Regular newspaper	5.9
Friends/neighbors	18.5
TRICARE service center	3.7
Radio/TV	1.0
Other source	33.2
Total population in Region 5	226,893

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 5 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	7.8
Active duty family members	21.1
Retirees, survivors, and family under age 65	16.0
Retirees, survivors, and family age 65 or over	26.0
Region 5 overall	16.8
Mean, all regions	25.0
Total population in Region 5	490,773

Table 5.2 Usual Source of Care for Beneficiaries in Region 5 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	84.0	15.5	0.5
Active duty family members	63.2	32.6	4.3
Retirees, survivors, and family under age 65	22.5	72.3	5.2
Retirees, survivors, and family age 65 or over	14.2	78.5	7.3
Region 5 overall	37.4	58.0	4.6
Mean, all regions	46.5	49.4	4.1
Total population in Region 5	162,125	251,517	19,971

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 5 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	13.6	25.0
1 - 5 visits	59.5	46.4
6 + visits	27.0	28.6
Not enrolled		
0 visits	26.7	6.1
1 - 5 visits	44.5	52.2
6 + visits	28.7	41.7
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 5	200,455	250,292

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 5 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	96.6
Non-active duty	94.0
Not enrolled in TRICARE Prime	
Under age 65	93.3
Age 65 or over	95.9
Region 5 overall	94.5
Mean, all regions	96.3
Total population in Region 5	495,954

Table 7.2 Cholesterol Screening by Enrollment Status in Region 5 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	79.9
Non-active duty	70.3
Not enrolled in TRICARE Prime	
Under age 65	77.8
Age 65 or over	92.6
Region 5 overall	80.3
Mean, all regions	80.8
Total population in Region 5	494,865

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 5 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	98.3	1.3	0.4
Non-active duty	87.9	8.7	3.4
Not enrolled in TRICARE Prime			
Under age 65	81.5	15.3	3.3
Age 65 or over	75.4	22.2	2.4
Region 5 overall	83.2	13.9	2.9
Mean, all regions	87.5	10.7	1.8
Total population in Region 5	189,892	31,764	6,599

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 5 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	37.6	57.7	4.7
Non-active duty	55.1	30.0	14.9
Not enrolled in TRICARE Prime			
Under age 65	72.2	22.3	5.5
Age 65 or over	81.7	12.5	5.8
Region 5 overall	74.1	19.5	6.4
Mean, all regions	77.8	NA	NA
Total population in Region 5	105,836	27,876	9,084

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 5	14.1	70.9	15.0
Average of pre-TRICARE regions	28.4	57.3	14.3
Total population in Region 5	31,015	156,278	32,978

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 5 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	37.1
Non-active duty	51.9
Not enrolled in TRICARE Prime	
Under age 65	55.6
Age 65 or over	50.9
Region 5 overall	50.3
Mean, all regions	51.0
Total population in Region 5	478,436

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 5		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.238574	55.76923
Convenience of hours	0.360553	46.04317
Access to health care whenever you need it	0.422305	34.16667
Access to a specialist if you need one	0.425377	29.58850
Access to hospital care if you need it	0.428431	45.71429
Access to medical care in an emergency	0.378796	51.04801
Ease of making appointments for health care by phone	0.342629	26.95357
Length of time you wait at office to see the provider	0.384600	27.26764
Length of time between making an appointment for routine care and day of visit	0.349417	26.63578
Availability of health care information or advice by phone	0.313314	26.49388
Services available for getting prescriptions filled	0.323384	60.13216
Thoroughness of examination	0.450347	46.36103
Ability to diagnose my health care problems	0.451877	43.23529
Skill of health care providers	0.473046	48.50028
Thoroughness of treatment	0.488014	45.99542
The outcomes of your health care (how much you are helped)	0.471306	44.90609
Overall quality of health care	0.527722	45.36313
Provider's explanation of health care procedures	0.467126	47.99768
Provider's explanation of medical tests	0.453666	46.82927
Attention provider gives to what you have to say	0.442605	46.13649
Advice provider gives you about ways to avoid illness and stay healthy	0.434891	43.16456
Courtesy shown to you by administrative staff (e.g., receptionists)	0.387277	46.32394
Courtesy shown to you by health care providers	0.440474	54.63631
Provider's concern for you as a person	0.441530	48.57780
Provider's concern for your privacy	0.396089	54.13271
Reassurance and support offered to you by health care providers	0.427603	39.15181
Amount of time with health care providers during a visit	0.388295	35.78826
Ability to choose health care providers	0.354284	19.10511
Ease of seeing the provider of your choice	0.380143	21.94093
Health care providers' personal interest in the outcome of your problem	0.422534	37.59036
Protection you have against financial hardship due to medical expenses	0.334809	35.35515
Help with arrangements to get the health care you need without financial problems	0.358499	30.27245
Ease of parking	0.193139	22.90627